

Enterprise Incident Report April 2012

As of 5/1/2012

Insurance

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Insurance	Application Services	Bart Purser	0 0	1 0	1 0
		Martin Gonzalez	0 0	1 1	1 1
		Paul Lundell	0 0	1 0	1 0
		Terry Forsgren	0 0	2 0	2 0
		Tony Larsen	0 0	3 0	3 0
		Assigned to Individual Total	0 0	8 1	8 1
	Application Support	Carl Meek	0 0	2 0	2 0
		Sam Howlett	0 0	6 0	6 0
		Assigned to Individual Total	0 0	8 0	8 0
	Capitol Desktop Support	Brian Bintz	0 0	1 0	1 0
		Michael Hussey	0 0	2 0	2 0

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Insurance

			High	Low	FCR Total
Insurance	Capitol Desktop Support	Paul Ross	4	115	119
			4	87	91
		Scott Wunderlich	0	9	9
			0	2	2
		Tom Hanson	0	6	6
			0	6	6
		Assigned to Individual Total	4 4	133 95	137 99
	Help Desk	Eileen Dubach	0	2	2
			0	2	2
		Julie VanBeekum	0	1	1
			0	1	1
		Sarah Johnson	0	1	1
			0	0	0
		Vicky Marrelli	0	3	3
			0	3	3
		Assigned to Individual Total	0 0	7 6	7 6
	Voice Operations	Gail Christiansen	0	1	1
			0	1	1
		Kelly Johnson	0	2	2
			0	0	0
		Leon Owen	0	1	1
			0	0	0
		Romanza Hamblin Sorensen	0	1	1
			0	1	1
		Assigned to Individual Total	0 0	5 2	5 2

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Insurance

		High	Low	FCR Total
Insurance	Assigned Group Total	4	161	165
		4	104	108
Customer Company Total		4	161	165
		4	104	108

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Insurance

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			High	Low	MIR Total
Insurance	Application Services	Bart Purser	0 0	1 1	1 1
		Martin Gonzalez	0 0	1 0	1 0
		Paul Lundell	0 0	1 0	1 0
		Terry Forsgren	0 0	2 1	2 1
		Tony Larsen	0 0	3 1	3 1
		Assigned to Individual Total	0 0	8 3	8 3
	Application Support	Carl Meek	0 0	2 0	2 0
		Sam Howlett	0 0	6 4	6 4
		Assigned to Individual Total	0 0	8 4	8 4
	Capitol Desktop Support	Brian Bintz	0 0	1 0	1 0
		Michael Hussey	0 0	2 1	2 1

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Insurance

			High	Low	MIR Total
Insurance	Capitol Desktop Support	Paul Ross	4 0	115 7	119 7
		Scott Wunderlich	0 0	9 4	9 4
		Tom Hanson	0 0	6 1	6 1
		Assigned to Individual Total	4 0	133 13	137 13
	Help Desk	Eileen Dubach	0 0	2 0	2 0
		Julie VanBeekum	0 0	1 0	1 0
		Sarah Johnson	0 0	1 0	1 0
		Vicky Marrelli	0 0	3 0	3 0
		Assigned to Individual Total	0 0	7 0	7 0
	Voice Operations	Gail Christiansen	0 0	1 0	1 0
		Kelly Johnson	0 0	2 0	2 0
		Leon Owen	0 0	1 0	1 0
		Romanza Hamblin Sorensen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	5 0	5 0

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Insurance

		High	Low	MIR Total
Insurance	Assigned Group Total	4 0	161 20	165 20
Customer Company Total		4 0	161 20	165 20

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Insurance

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
Insurance	Application Services	Bart Purser	0 0.00	1 1.30	1 1.30
		Martin Gonzalez	0 0.00	1 0.18	1 0.18
		Paul Lundell	0 0.00	1 0.27	1 0.27
		Terry Forsgren	0 0.00	2 1.26	2 1.26
		Tony Larsen	0 0.00	3 2.23	3 2.23
		Assigned to Individual Total	0 0.00	8 1.37	8 1.37
	Application Support	Carl Meek	0 0.00	2 0.49	2 0.49
		Sam Howlett	0 0.00	6 3.63	6 3.63
		Assigned to Individual Total	0 0.00	8 2.85	8 2.85
	Capitol Desktop Support	Brian Bintz	0 0.00	1 0.18	1 0.18
		Michael Hussey	0 0.00	2 0.82	2 0.82

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Insurance

			High	Low	ATTIR Total
Insurance	Capitol Desktop Support	Paul Ross	4 0.00	115 0.20	119 0.20
		Scott Wunderlich	0 0.00	9 1.27	9 1.27
		Tom Hanson	0 0.00	6 0.33	6 0.33
		Assigned to Individual Total	4 0.00	133 0.29	137 0.28
	Help Desk	Eileen Dubach	0 0.00	2 0.00	2 0.00
		Julie VanBeekum	0 0.00	1 0.00	1 0.00
		Sarah Johnson	0 0.00	1 0.70	1 0.70
		Vicky Marrelli	0 0.00	3 0.00	3 0.00
		Assigned to Individual Total	0 0.00	7 0.10	7 0.10
	Voice Operations	Gail Christiansen	0 0.00	1 0.21	1 0.21
		Kelly Johnson	0 0.00	2 0.30	2 0.30
		Leon Owen	0 0.00	1 0.11	1 0.11
		Romanza Hamblin Sorensen	0 0.00	1 0.16	1 0.16
		Assigned to Individual Total	0 0.00	5 0.22	5 0.22

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Insurance

		High	Low	ATTIR Total
Insurance	Assigned Group Total	4 0.00	161 0.46	165 0.45
Customer Company Total		4 0.00	161 0.46	165 0.45

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Insurance

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			High	Low	MR Total
Insurance	Application Services	Bart Purser	0 0	1 0	1 0
		Martin Gonzalez	0 0	1 0	1 0
		Paul Lundell	0 0	1 0	1 0
		Terry Forsgren	0 0	2 0	2 0
		Tony Larsen	0 0	3 0	3 0
		Assigned to Individual Total	0 0	8 0	8 0
	Application Support	Carl Meek	0 0	2 1	2 1
		Sam Howlett	0 0	6 1	6 1
		Assigned to Individual Total	0 0	8 2	8 2
	Capitol Desktop Support	Brian Bintz	0 0	1 0	1 0
		Michael Hussey	0 0	2 2	2 2

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Insurance

			High	Low	MR Total
Insurance	Capitol Desktop Support	Paul Ross	4 0	115 0	119 0
		Scott Wunderlich	0 0	9 4	9 4
		Tom Hanson	0 0	6 0	6 0
		Assigned to Individual Total	4 0	133 6	137 6
	Help Desk	Eileen Dubach	0 0	2 0	2 0
		Julie VanBeekum	0 0	1 0	1 0
		Sarah Johnson	0 0	1 0	1 0
		Vicky Marrelli	0 0	3 0	3 0
		Assigned to Individual Total	0 0	7 0	7 0
	Voice Operations	Gail Christiansen	0 0	1 0	1 0
		Kelly Johnson	0 0	2 0	2 0
		Leon Owen	0 0	1 0	1 0
		Romanza Hamblin Sorensen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	5 0	5 0

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Insurance

		High	Low	MR Total
Insurance	Assigned Group Total	4 0	161 8	165 8
Customer Company Total		4 0	161 8	165 8

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Insurance

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Insurance	Application Services	Bart Purser	0 0.00	1 3.91	1 3.91
		Martin Gonzalez	0 0.00	1 0.21	1 0.21
		Paul Lundell	0 0.00	1 0.31	1 0.31
		Terry Forsgren	0 0.00	2 1.57	2 1.57
		Tony Larsen	0 0.00	3 2.50	3 2.50
		Assigned to Individual Total	0 0.00	8 1.88	8 1.88
	Application Support	Carl Meek	0 0.00	2 7.02	2 7.02
		Sam Howlett	0 0.00	6 4.03	6 4.03
		Assigned to Individual Total	0 0.00	8 4.78	8 4.78
	Capitol Desktop Support	Brian Bintz	0 0.00	1 3.08	1 3.08
		Michael Hussey	0 0.00	2 9.77	2 9.77

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			High	Low	ATTR Total
Insurance	Capitol Desktop Support	Paul Ross	4 0.00	115 0.52	119 0.50
		Scott Wunderlich	0 0.00	9 5.97	9 5.97
		Tom Hanson	0 0.00	6 1.34	6 1.34
		Assigned to Individual Total	4 0.00	133 1.08	137 1.05
	Help Desk	Eileen Dubach	0 0.00	2 0.00	2 0.00
		Julie VanBeekum	0 0.00	1 0.00	1 0.00
		Sarah Johnson	0 0.00	1 0.79	1 0.79
		Vicky Marrelli	0 0.00	3 0.00	3 0.00
		Assigned to Individual Total	0 0.00	7 0.11	7 0.11
	Voice Operations	Gail Christiansen	0 0.00	1 0.64	1 0.64
		Kelly Johnson	0 0.00	2 0.80	2 0.80
		Leon Owen	0 0.00	1 1.62	1 1.62
		Romanza Hamblin Sorensen	0 0.00	1 0.91	1 0.91
		Assigned to Individual Total	0 0.00	5 0.95	5 0.95

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Insurance

		High	Low	ATTR Total
Insurance	Assigned Group Total	4 0.00	161 1.26	165 1.23
Customer Company Total		4 0.00	161 1.26	165 1.23

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Detail

INC000000434075	Betsy Jerome	None	None	None		TIR Missed: No	0.26
	Application Support	Sam Howlett	Insurance	Low	Resolved	TTR Missed: No	1.67
INC000000469764	Linda Hardy	Application	None	Documentum		TIR Missed: No	0.55
	Application Support	Sam Howlett	Insurance	Low	Closed	TTR Missed: No	0.68
INC000000477189	Michelle M White	Application	Error	Novell GroupWise		TIR Missed: No	0.69
	Application Services	Tony Larsen	Insurance	Low	Closed	TTR Missed: No	1.37
INC000000481942	Hermoliva Abejar	Application	Reporting	Citrix ICA Client		TIR Missed: No	0.34
	Application Services	Tony Larsen	Insurance	Low	Closed	TTR Missed: No	0.47
INC000000483781	Sandy Glaze	Application	None	None		TIR Missed: Yes	16.35
	Application Support	Sam Howlett	Insurance	Low	Resolved	TTR Missed: Yes	16.35
INC000000487376	Allen Hart	Application	None	Citrix ICA Client		TIR Missed: Yes	1.56
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	3.37
INC000000489030	Luanne Winters	Application	Error	Internet Explorer		TIR Missed: Yes	3.12
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	5.89
INC000000489425	Paul Throckmorton	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000489427	Paul Throckmorton	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000489758	Nancy Askerlund	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000489760	Sandra Halladay	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000489761	Luanne Winters	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000489762	Donald Catmull	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000489763	Luanne Winters	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000489764	David Flores	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000489765	David Flores	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

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INC000000489766	William Stimpson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000489839	Daryl Bell	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000489936	Sandy Glaze	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000489959	Hermoliva Abejar	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000489992	Eric Showgren	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000490142	Eric Showgren	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000490152	Jeff Hawley	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000490339	Heidi Petermann	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.20
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	2.66
INC000000490512	Mary Dy	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000490789	Clarissa Crisp	Application	None	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000490885	Wendy Reves	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	2.12
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	3.60
INC000000491358	Daryl Bell	Application	Password	None		TIR Missed: No	0.58
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	2.19
INC000000491444	Betsy Jerome	PC/Laptop	None	None		TIR Missed: Yes	1.37
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.37
INC000000491552	Eric Showgren	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000491554	Anna Weidauer	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000491559	Travis Wegkamp	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000491563	Travis Wegkamp	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

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INC000000491565	Tamara Greening	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000491610	Diane Perucca	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000491613	Diane Perucca	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000491618	Betsy Jerome	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000491645	Lorry Herrera	Network	None	None		TIR Missed: No	0.19
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.19
INC000000491661	Diane Perucca	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000491665	Diane Perucca	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000491678	Mike Mayberry	None	None	None		TIR Missed: No	0.62
	Application Services	Terry Forsgren	Insurance	Low	Closed	TTR Missed: No	1.16
INC000000491704	Shane Sadler	PC/Laptop	Hardware	None		TIR Missed: No	0.16
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.08
INC000000491740	Laura Shepherd	Application	Password	None		TIR Missed: No	0.63
	Application Support	Carl Meek	Insurance	Low	Closed	TTR Missed: Yes	13.68
INC000000491839	Betsy Jerome	Application	Error	None		TIR Missed: Yes	1.72
	Application Support	Sam Howlett	Insurance	Low	Closed	TTR Missed: No	1.72
INC000000491892	Meldee Love	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.10
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.41
INC000000492374	Anna Weidauer	Network	Error	None		TIR Missed: No	0.66
	Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Closed	TTR Missed: No	2.03
INC000000492590	Travis Wegkamp	PC/Laptop	Hardware	None		TIR Missed: No	0.57
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.38
INC000000492824	David Gaines	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000493159	Linda Hardy	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000493163	Betsy Jerome	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

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INC000000493172	Jenifer Christian	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000493175	Connie Nowland	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000493178	Sandra Christensen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000493181	Tomasz Serbinowski	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000493229	Beth Crim	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000493232	Clarissa Crisp	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000493234	Colette Sawyer	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000493236	Donald Catmull	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000493239	Eric Showgren	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000493242	Hermoliva Abejar	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000493247	Jenifer Christian	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000493249	Jake W Garn	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000493252	Linda Hardy	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000493254	Mary Dy	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000493257	Steven B Price	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000493260	Terisa Anderson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000493292	Gail Fielding	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

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INC000000493293	Julie Ann Chytraus	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000493295	Jaimee George	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000493298	Jilene Whitby	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000493300	Beth Crim	None	None	None		TIR Missed: No	0.64
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.12
INC000000493301	Karon Hardman	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000493302	Michael Covington	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000493303	Mary Dy	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000493305	Nancy Askerlund	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000493306	Neal Gooch	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	High	Closed	TTR Missed: No	0.00
INC000000493308	Randy Overstreet	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000493372	Troy Stover	Telecom	None	None		TIR Missed: No	0.11
	Voice Operations	Leon Owen	Insurance	Low	Closed	TTR Missed: No	1.62
INC000000493412	Teresa Trusty	None	None	None		TIR Missed: Yes	1.30
	Application Services	Bart Purser	Insurance	Low	Closed	TTR Missed: No	3.91
INC000000493511	Nancy Askerlund	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000493519	Brad Tibbitts	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000493572	Betsy Jerome	None	None	None		TIR Missed: Yes	1.10
	Application Support	Sam Howlett	Insurance	Low	Closed	TTR Missed: No	1.96
INC000000493629	Teresa Trusty	Application	None	Gmail		TIR Missed: No	0.18
	Application Services	Martin Gonzalez	Insurance	Low	Resolved	TTR Missed: No	0.21
INC000000493907	Mary Dy	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

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INC000000493912	Brad Tibbitts	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000493920	Doyle Christensen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000493923	Jilene Whitby	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000493932	Jilene Whitby	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000494013	Sandy Glaze	PC/Laptop	None	None		TIR Missed: No	0.13
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.77
INC000000494134	Randy Overstreet	PC/Laptop	Hardware	None		TIR Missed: No	0.39
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.29
INC000000494192	Michael Covington	Application	None	Citrix ICA Client		TIR Missed: Yes	1.91
	Application Services	Terry Forsgren	Insurance	Low	Closed	TTR Missed: No	1.98
INC000000494245	Beth Crim	Telecom	Voice Mail	Telephone		TIR Missed: No	0.31
	Voice Operations	Kelly Johnson	Insurance	Low	Closed	TTR Missed: No	0.31
INC000000494521	Travis Wegkamp	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000494681	Mary Dy	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000494875	Jenifer Christian	None	None	None		TIR Missed: No	0.32
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.67
INC000000494922	Laura Shepherd	PC/Laptop	Hardware	None		TIR Missed: No	0.61
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	2.08
INC000000495028	Jilene Whitby	None	None	None		TIR Missed: No	0.47
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.88
INC000000495083	Jenifer Christian	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000495084	Jenifer Christian	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000495088	Sandra Christensen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000495090	Mary Dy	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

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INC000000495123	David Snowball	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000495143	Mary Dy	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000495168	Gail Fielding	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000495331	Steven B Price	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000495741	Wendy Reves	Telecom	None	Telephone		TIR Missed: No	0.30
	Voice Operations	Kelly Johnson	Insurance	Low	Closed	TTR Missed: No	1.29
INC000000495870	Marilyn Thorstensen	Application	Password	None		TIR Missed: No	0.66
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	3.97
INC000000495897	Chad Glenn	Application	Error	TeamMate Audit System		TIR Missed: Yes	5.65
	Application Services	Tony Larsen	Insurance	Low	Resolved	TTR Missed: No	5.65
INC000000496206	Jenifer Christian	Application	Error	None		TIR Missed: No	0.28
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.53
INC000000496362	Jeff Hawley	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000496367	Connie Nowland	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000496697	Steven B Price	Application	Password	Novell GroupWise		TIR Missed: No	0.05
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Closed	TTR Missed: No	0.18
INC000000496721	Linda Hardy	Network	Performance	None		TIR Missed: No	0.08
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Closed	TTR Missed: No	0.08
INC000000497211	Neal Gooch	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	High	Closed	TTR Missed: No	0.00
INC000000497235	Meldee Love	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000497248	Ramona Goodwin	PC/Laptop	Hardware	None		TIR Missed: No	0.68
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.68
INC000000497339	Gail Fielding	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000497439	Grace Reinhart	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

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INC000000497520	Jilene Whitby	Application	Password	State Payroll Time Entry System	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000497823	Michelle M White	Application	Error	None	TIR Missed: Yes	1.81
Application Support	Sam Howlett	Insurance	Low	Closed	TTR Missed: No	1.81
INC000000497956	Neal Gooch	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	High	Closed	TTR Missed: No	0.00
INC000000497961	Neal Gooch	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	High	Closed	TTR Missed: No	0.00
INC000000497994	Marilyn Thorstensen	Network	None	None	TIR Missed: No	0.47
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.47
INC000000498398	Marilyn Thorstensen	None	None	None	TIR Missed: No	0.59
Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Resolved	TTR Missed: No	1.45
INC000000498514	Teresa Trusty	Application	None	Citrix ICA Client	TIR Missed: Yes	3.14
Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Resolved	TTR Missed: Yes	6.80
INC000000498574	Teresa Trusty	Print/Copy/Scan/Fax	None	None	TIR Missed: Yes	2.09
Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Resolved	TTR Missed: Yes	7.42
INC000000498605	Teresa Trusty	Application	Error	Citrix ICA Client	TIR Missed: Yes	1.86
Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Resolved	TTR Missed: No	5.86
INC000000498680	William Stimpson	Application	None	None	TIR Missed: No	0.86
Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Resolved	TTR Missed: Yes	7.04
INC000000499130	Sandra Halladay	PC/Laptop	Error	None	TIR Missed: No	0.00
Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Resolved	TTR Missed: No	1.36
INC000000499668	Colette Sawyer	None	None	None	TIR Missed: Yes	1.23
Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Resolved	TTR Missed: No	2.11
INC000000500994	Sandy Glaze	PC/Laptop	Error	None	TIR Missed: No	0.97
Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Resolved	TTR Missed: Yes	19.63
INC000000501197	Wendy Reves	Application	Error	None	TIR Missed: No	0.18
Capitol Desktop Support	Brian Bintz	Insurance	Low	Resolved	TTR Missed: No	3.08
INC000000501230	Sandy Glaze	Application	Password	PGP	TIR Missed: No	0.06
Capitol Desktop Support	Michael Hussey	Insurance	Low	Resolved	TTR Missed: Yes	7.68
INC000000501897	Sandra Christensen	PC/Laptop	Hardware	None	TIR Missed: Yes	3.87
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	3.87
INC000000502154	Luanne Winters	Print/Copy/Scan/Fax	Incident	None	TIR Missed: Yes	1.59
Capitol Desktop Support	Michael Hussey	Insurance	Low	Resolved	TTR Missed: Yes	11.85

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INC000000502418	Sandy Glaze	PC/Laptop	Error	None		TIR Missed: No	0.36
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Resolved	TTR Missed: No	0.94
INC000000502795	Sandra Christensen	PC/Laptop	Hardware	None		TIR Missed: Yes	1.08
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	2.94
INC000000503051	Gail Fielding	None	None	None		TIR Missed: No	0.27
	Application Services	Paul Lundell	Insurance	Low	Resolved	TTR Missed: No	0.31
INC000000503263	Marilyn Thorstensen	Application	None	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000503282	Randy Overstreet	None	None	None		TIR Missed: No	0.63
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	2.94
INC000000503287	Suzette D Green-Wright	None	None	None		TIR Missed: No	0.59
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	2.90
INC000000503300	Tanji Northrup	Mobile Devices	None	iPhone		TIR Missed: No	0.70
	Help Desk	Sarah Johnson	Insurance	Low	Resolved	TTR Missed: No	0.79
INC000000503319	Sandy Glaze	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000503326	Travis Wegkamp	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000503536	Hermoliva Abejar	None	None	None		TIR Missed: No	0.11
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.93
INC000000503757	Wendy Reves	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000503770	Wendy Reves	Telecom	Voice Mail	Telephone		TIR Missed: No	0.16
	Voice Operations	Romanza Hamblin Sorensen	Insurance	Low	Resolved	TTR Missed: No	0.91
INC000000503852	Karon Hardman	Application	Reporting	SIRCON Commercial		TIR Missed: No	0.35
	Application Support	Carl Meek	Insurance	Low	Resolved	TTR Missed: No	0.35
INC000000504025	Aaron Phillips	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000504349	Randy Overstreet	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.45
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	6.00
INC000000504403	Aaron Phillips	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000504484	Mary Dy	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00

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INC000000504679	Aaron Phillips	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000505387	Victoria Wang	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000505631	Dava Berlinger-Butler	PC/Laptop	Hardware	None		TIR Missed: No	0.31
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Resolved	TTR Missed: No	2.75
INC000000505704	Dan Applegarth	PC/Laptop	Error	None		TIR Missed: Yes	1.20
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Resolved	TTR Missed: No	3.78
INC000000505824	Michael Covington	Telecom	Dial Tone	Telephone		TIR Missed: No	0.21
	Voice Operations	Gail Christiansen	Insurance	Low	Resolved	TTR Missed: No	0.64
INC000000505946	Angela M Martinez	None	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000506272	Heidi Petermann	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	1.32
INC000000506293	Colette Sawyer	PC/Laptop	Hardware	None		TIR Missed: Yes	1.29
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	1.35
INC000000506393	Randy Overstreet	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.84
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.95
INC000000506521	Grace Reinhart	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Resolved	TTR Missed: No	0.28
INC000000506787	Shane Sadler	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000507141	Gail Fielding	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000507173	Betsy Jerome	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00